

**Consumer Task Force
December 19, 2006
Michigan Association of Community Mental Health Boards**

MINUTES

ATTENDEES: Marty Raaymakers, Carol Barrett, Tari Muñiz, John Jokish, Jack Vint, Jacqui Day, Joe Longcor, Robert Curtner, Laura Hall, Sara Harrison, Nora Barkey, Tandy Bidinger, Marva Ways, Marion Owen, Ruth Smith, Theresa Arini, Sarah Swejda, RoAnne Chaney, Kate White, Michael Head, Michael Daeschlein, Jackie Tichnell

1. **Minutes** - Under Jack Vint's information regarding the 10-unit facility, it was suggested that the type of housing (e.g., apartments) be included. It was noted that Grand Rapids also has such a facility.

There was discussion regarding the personal assistants and the training they should have. This role is an extension of the consumer. The consumer also needs to know how to be a good employer. There was a brief discussion regarding the Quality Community Care Council and their role in finding a personal assistant.

2. **Thanks and You Will be Missed** - Marty Raaymakers is leaving the Consumer Task Force. We thank her for her participation and input for many years of service to the Task Force. She will be missed.
3. **DVD - Michigan Partners for Freedom** - Robert Curtner provided a DVD from the Michigan Partners for Freedom. Michigan Partners for Freedom is a grassroots coalition of people with disabilities, family members, advocates, service providers, Community Mental Health organizations, and allies partnering to build statewide demand for Self-Determination.

If you wish a copy of this DVD you may contact Tami Finn, 1-800-292-7851 extention 106 or email her at tammy@arcmi.org . Or, you may contact Robert Curtner at curtnerr@michigan.gov. The web site for the Michigan Partners for Freedom is: www.mifreedom.org/

4. **Michigan's LTC Connections - Evaluation Update** - Carol Barrett, contractor for the Michigan LTC Connections evaluation, provided a powerpoint presentation of the evaluation process. She then requested input from the Task Force members.
 - What is meant by "unbiased" in relationship to the providers? Is the SPE aware of documented concerns of a provider, should that provider still be considered in a options available to a consumer? The consumer should be aware of the source of the issue. Each SPE should prepare policy regarding this issue. Each of the SPEs have created provider boards or other stakeholder mechanisms to meet the provider's expressed needs to participate in the SPE planning process. (It was noted that this was not equivalent to the Governing Board or Consumer Advisory Board; the Consumer Advisory Board could have up to 25% of its members as provider representatives.)
 - Decision making should be based on the consumer's choice, not data.
 - The link between the systems and quality assurance should be stronger.
 - Monitoring should be stronger.

- How will there be effective communication with persons with cognitive or language difficulties? Stakeholders should be able to provide input on what has worked for them. This includes the people who have a hearing impairment. Some of the Vocational Rehabilitation offices have the technology to video relay (Video Relay Service is a service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, or business associates through a certified ASL interpreter via a high-speed Internet connection and a video relay solution).
- Capture demographics on different cultures of persons who call in? The ServicePoint has several options for this.
- Is the Internal Review Board (IRB) part of the evaluation development process? The IRB protects consumers' rights of privacy. Much of the data that will be used is from DCH and has already been approved by the IRB.
- How effective is staff in family dynamics? Consumer choice vs. family wishes. Counseling and mediation are required of the SPE.
- Can we assess the creativity of the SPEs to find solutions?
- What is the ability of the provider network to be flexible?
- Did the SPE overcome individual barriers?
- Is there effective collaboration between agencies?
- Did the organizational culture change? What happened to the organization over time in developing and implementing the SPE, including policy changes? Did the culture promote creativity? At what level?
- Specific evaluation of how well person-centered planning is being done.
- Are the workers allowed to be creative and do they have quality time to do so. (A large caseload will not allow this to happen.)
- Is the person-centered planning process fluid? Does it change with time?
- Be sure you don't measure the wrong things. You get what you measure. Needs change over time, as should the evaluation criteria.
- Medicalization vs freedom. Overdocumenting.
- How good is the self-advocacy?
- The information needs to be consistency across the systems and programs.
- Will we receive data on the services that were not available? Unmet needs.

It was noted that there are limited resources for data analysis. Not all issues/questions can be answered. Carol is to find options and the cost of those options of data collection. The results of the consumer input and subsequent areas of interest are yet to be determined. The importance of changes over time was discussed. People need to learn of the alternatives and choices available.

There was discussion regarding the media and the Michigan LTC Connections. It is up to each SPE to provide community awareness.

Comments should be sent to Nora (barkeyn@michigan.gov) or Jane (churchja@michigan.gov).

- The SPE legislation passed the House and Senate. At this time, the details of the final bill are unknown. A couple of criteria include: 1) the SPE cannot be a Medicaid provider, 2) there must be a mandatory level of care process through the SPE, 3) the daily rates of nursing facilities cannot be decreased, 4) the act sunsets after 5 years, 6) specific data are required. One issue that was noted is to determine if the SPE lengthened the hospital length of stay.
- LC Continuum - this is draft legislation that established the LTC Commission in statute, included the requirement to provide person-centered planning for LTC consumers, and various systems descriptions. This legislation is not on a fast-track at this time.
- Waiver Renewal Process - several workgroups and meetings will be held beginning around January 19. These will be every other Friday at 1-3:30pm. Letters to stakeholders will be distributed to provider representatives in the draft renewal process. Meetings will continue through March, then the application will be drafted for a late June submission. There are no new funds for the waiver.
- As part of the waiver renewal process, an additional workgroup will be formed to develop the policy on assisted living facilities as a waiver service. This will include developing provider criteria, contracts, protections, types of facilities, rates, and the number of facilities. Once done, these policies will become part of the waiver renewal package.

6. Brief Project Updates/Issues/Discussions

- MIG - the Medical Services Administration has agreed to issue something to the waiver agents today regarding the ability to have a consumer in Freedom to Work also on the MIChoice waiver.
- Self-Determination in Long-Term Care - the first consumer was enrolled in self direction this week. The consumer is from Burnham Brook and uses Guardian Track as the fiscal intermediary.
- SPE - there is another forum, January 22 at the Capitol View. The focus will be on the nursing home collaboration efforts of the SPEs. Jackie will send the announcement to the members. There is no forum scheduled for February.

SPEs have been trained in ServicePoint and are beginning to use the software. The State needs to be sure that the data collected from ServicePoint is appropriate and will be used. There is the possibility of collecting too much information.

7. Systems Transformation Grant - Strategic Planning Update - we did not get to this subject. It will be carried to the next month.

8. Other business

- Own Your Own Future - this is a federally -funded campaign aimed at planning for your future now. The Governor announced the program in a recent press release. An introductory letter was sent to Michigan citizens over 45 and under 65 years of age. It was noted that it should have been sent to everyone, regardless of age. Jackie will provide the web link to this site.
- LTC Insurance - there is not much public information on this issue. Most insurance companies do carry some type of long-term care insurance. A bill has been introduced in Michigan regarding LTC Partnerships that allow people to shelter their assets up to the amount of insurance, should they become eligible for Medicaid. LTC insurance is not affordable for everyone. There was a brief discussion regarding the State employee benefit for LTC Insurance.

- RoAnne shared a newspaper article about the man who was arrested for kidnapping his wife from a nursing home.
- Marva - there are several consumers who would like to be a part of the Consumer Task Force. She should provide Jackie with the contact information.
- Tandy - the Developmental Disabilities Council is having their legislative event in February. They are looking for input from consumers. Tandy will share the talking points with Jackie (to provide to the Consumer Task Force).
- The CMS Conference in Baltimore is the first week of March. This is the national conference on the Real Choice Systems Change Grants. Consumers need to apply to attend. They may contact Michael Daeschlein (daeschleinm@michigan.gov , 517-335-5106) or Jackie (tichnellj@michigan.gov , 517-335-7803) for more information on applying.
- Marion - TriCounty just transitioned a 98-year old woman to the community. RoAnne noted that the number of transitioned persons is growing.

Next meetings: January 23, 2007, 10:00 – noon, Michigan Association of Community Mental Health Boards
February 27, 2007, 10:00 – noon, Michigan Association of Community Mental Health Boards